

My name is Alvin Fong. I would like to submit a statement for the record about my experience with Comcast. I was a Comcast subscriber for a little over 6 months. When Comcast initially installed my cable internet service, I noticed that upon uploading files, my download speeds would drop significantly. When I brought this to the attention of Comcast, they sent 4 technicians over a period of 3 months, to investigate. I would replicate my experiment where upon uploading any file, my download speeds would drop from the advertised 3000kbps, to near nil. This verification was done through speed test sites such as <http://www.dslreports.com>, www.speakeasy.net/speedtest/, and <http://miranda.ctd.anl.gov:7123/>, which the Comcast internet technician recommended and used on-site. This was verified by multiple technicians which could not figure out why I was having this problem. They ran multiple hardware line tests, and replaced my cable modem on a few different occasions. Eventually, they escalated the matter. Eventually, I was told that a “global regional supervisor” would contact me regarding my issue. They did not have a phone number or email I could reach them at, which seemed very suspicious to me at the time. I was never successfully contacted by said global regional supervisor, and eventually discontinued service with Comcast.

I am an Information Systems major at Carnegie Mellon University. Having gained an understanding of the architecture of cable internet, it is my understanding that Comcast failed to provide advertised “high speed cable internet service”. Upon saturating my upstream bandwidth, Comcast purposely denied me downstream service, either by knowingly not installing the requisite equipment, or by actively denying me service through proprietary means.